



University Hospitals Birmingham
NHS Foundation Trust

Join us at UHB



Building healthier lives

Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,
Chief Executive Officer

JOB DESCRIPTION

Job Title	Healthcare Assistant – Community Urgent Response and Virtual wards
Pay Band	3
Department	Solihull Community Services
Division	Division 7
Reports to	Senior Sister / Charge Nurse and their Deputies
Professionally Responsible to	Matron

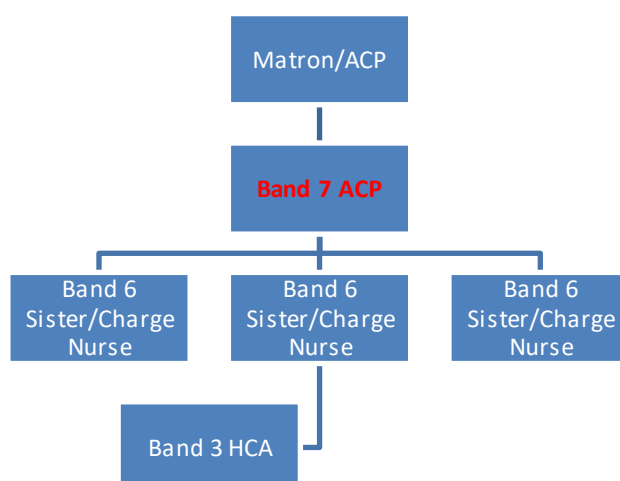
JOB SUMMARY

The post holder works as part of the department team under the supervision of registered nurses and:

- Participates in the delivery of patient centred care, maintaining a compassionate and professional attitude at all times.
- Contributes to the department organisation.
- Support registered nurses in the provision of caring and safe environment.

The post holder will demonstrate a level of skill and understanding which enables them to undertake specific tasks delegated by the nurse in charge and in accordance with relevant procedures, guidelines and policies. They will undertake both routine and specially identified tasks for which they have been trained and assessed as competent.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

- Understand own level of responsibility and accountability in relation to registered / trained staff.

- Work co-operatively as part of the multi-disciplinary team supporting colleagues in work associated with patient care. Challenging and escalating poor practice/performance
- Communicate clearly, effectively and appropriately with the multidisciplinary team, patients and their family, visitors and carers.
- Through practice demonstrate an understanding of Duty of Care and how this contributes to safe practices.
- Assist in delivery of patient care; as per patients individualised care plans/programme of care. Taking a holistic approach.
- Following appropriate training and supervised practice, undertake identified competency based practices which are required for the department, after such tasks have been delegated to them by a registered nurse.
- Identify learning and development needs and produce a personal development plans in conjunction with your line manager / supervisor.
- Achieve and maintain competence in mandatory and statutory training associated with the role.
- Complete documentation of care in line with the Trust Standards for Documentation.
- Be aware of and take appropriate action in regard of clinical deterioration of patient, clinical emergencies, cardiac arrest, and fire, internal and major incidents which affect service continuity.

KEY RESPONSIBILITIES

- Build partnerships and therapeutic relationships through safe, effective and non-discriminatory communication taking account of differences, capability and needs of individuals.
- Maintain a high standard of personal behaviour and ensure effective communication with all members of the multidisciplinary team, patients, carers and relatives.
- Communicate effectively with patients and carers, recognising there may be a need to utilise alternative methods of communication. Where there are barriers to understanding, as required arrange/ access to information, support and other services to aid effective communication. Greet all patients and visitors to the department with courtesy and respect, being mindful of body language and tone of voice
- Use paper and electronic systems to retrieve and record patient information in line with Trust documentation standards and operational systems.
- Apply the principles of information governance and patient confidentiality to all aspects of your role.
- Obtain verbal consent from the patient before any clinical intervention is undertaken; where this is not given report this to a registered nurse.
- Answer the telephone / greet visitors promptly in a polite and professional manner and deal with enquiries as appropriate, pass on written and verbal information as required to colleagues and patients.
- Participate in discussions about patient care and departmental issues at hand over and departmental meetings.



- In instances when a patient/ visitor feels the need to raise concern or complain attempt to deal with this locally initially, but inform a registered nurse.
- Observe and report to the registered nurse all changes in a patient's physical and psychological condition.
- Support families and carers following a patient bereavement or when bad news has been shared
- Accept constructive feedback
- Maintain professional boundaries and working relationships with patients and colleagues.
- Ensure patients and their relatives or carers are kept informed of delays with their treatment, investigations and clinic times.

Responsibility and Honesty: Personal and People Development

- Take personal and collective responsibility to do the best you can, working towards your agreed individual and Trust-wide goals. You are expected to be held accountable and to challenge poor performance, attitude and behaviour
- Have responsibility for personal updating and development, including achieving and maintaining mandatory and statutory training and appraisal.
- Have responsibility for maintaining a record of own personal development.
- Undertake any appropriate training as deemed necessary by the department manager.
- Support and participate in induction, training and orientation of newly appointed staff and students to their area
- Act as a professional role model to other healthcare staff and students.
- Recognise the limits of your competence and knowledge and reflect on these limits and seek advice on and refer to other health professionals where necessary.
- Recognise signs of stress in self and others and take appropriate action
- Responsibility: Health, Safety and Security
- Be aware of and comply with all Trust Policies and Procedures which govern Health and Safety and clinical practice.
- Actively promote the prevention of cross infection to and from all patients, visitors' staff and the environment, by encouraging and educating others in the use of standard precautions.
- Handle, check and store patient's cash and valuables in accordance with the Trust policy for the Handling of Patients' cash, valuables and property.
- As required undertake equipment checks and update records and restock items as required.
- Ensure that prior to using any medical device, you have been trained and your competency assessed and recorded. Report immediately any faults with medical devices immediately to a registered nurse and medical engineering and arrangements made for item to be removed from use.
- Maintain a clean and tidy environment including cleaning of equipment and medical devices.
- In line with the Trust's Incident Reporting system, report any accidents, incidents, near misses and defects to a registered nurse. Remove any hazards which could potentially cause injury to staff, patients or visitors.
- Ensure that visitors to department have authority to be there, carry out necessary checks on identity if needed, and escalate any concerns to a registered nurse.
- Should a threatening situation arise deal with the situation in accordance with the principles of conflict resolution or clinical guidelines take appropriate steps to protect the safety of self and others.



- Seek support for self and others following an untoward incident as required.
- Report and raise concerns in relation to poor practice, attitude and behaviour of any health care professional through line management structures.
- Manage own time effectively, ensure good time keeping in relation to shift commencement and breaks.
- Prioritise own workload and that of those you are supervising.
- Innovation and Service Improvement
- Liaise with stock controller and in their absence take steps necessary to maintain stock levels and clinical supplies in the area, and take action to replenish when stocks/supplies are low.
- Be alert to any possible improvement to service and make suggestions as appropriate

Quality

- Following direction and delegation from a registered nurse undertake aspects of care for a patient / group of patients
- Coordinate the care priorities of those staff you are supervising.
- Practise in accordance with agreed standards of care within your level of competence.
- Assist in audits as required
- Respect, Equality and Diversity
- Recognised and respect people at all times with regard to age, disability, gender, position, race, religion and sexual orientation through professionalism and courtesy, treating all patients, colleagues, visitors, carers, communities and others as they would wish to be treated.
- Chaperone patients and act as a patient advocate for patients during examination by clinical staff.
- Ensure privacy and dignity for all patients is maintained
- Act in a non-discriminatory manner at all times being mindful of the requirements of each individual patient.
- Escalates concerns regarding discriminatory practises.
- Take account of own behaviour and its effective on others.
- Responsibility: Provision of Care to Meet Health and Wellbeing Needs
- Act first and foremost to care for and safeguard the public, practice in a safe, compassionate and patient centred manner.
- Following completion of Training and achievement of competence, recognise possible signs and symptoms of dementia and other cognitive issues of patients. Escalate any concerns to a registered Nurse.
- Following completion of training, demonstrate an understanding of your role and responsibilities relating to Safeguarding. Recognise the signs and symptoms that may be indicative of abuse and escalate any concerns to a registered Nurse.
- Respond swiftly to individuals, who require assistance, are in pain or distressed, where required report this to a registered nurse.
- Recognise where a patient is becoming agitated, confused or is non-compliant with their care or treatment, support colleagues when dealing with such patients, report this to a registered nurse.
- Obtain specimens ensuring accurate documentation and transportation to appropriate department. Undertake infection control screening as requested.
- Undertake patient transfer/escort duties between clinical areas, completing all relevant



documentation.

- Following the completion of training undertake a range of physical / clinical observations appropriate to the area of practice. Achieve and maintain competence in using a range of equipment to undertake these, record the outcome and report and escalate exceptions to the registered nurse who delegated the tasks to you.
- Measuring and recording may include :
 - Blood pressure (using electronic equipment)
 - Pulse rate and rhythm (manually and using electronic equipment)
 - Temperature (all routes)
 - Height and weight
 - Fluid balance
 - Stool charts
 - Food diary
 - Blood glucose monitoring
 - Urine testing / Urinalysis
 - Peak flow
 - Respiratory rate
 - Oxygen saturation
- Obtain prompt assistance during an emergency situation as requested or using the agreed practice i.e. emergency call bell.

As required by the service and following agreement with the line manager undertake and perform clinical skills and achieve and maintain competence in areas of clinical practice e.g. phlebotomy and 12 lead ECG recording and point of care testing as directed by a registered nurse, following appropriate training.

In relevant clinical areas :

- Undertake and complete regular reviews of patients reporting any changes or concerns to a registered nurse. Recognise the importance and facilitate where required patients to access emotional and spiritual support
- Assist patients of all genders with all aspects of personal care, which includes personal and oral hygiene and, toileting. Use strategies to promote continence and manage and care for incontinence using appropriate aids and devices. Undertake urinary catheter care.
- On a daily basis assist and support patients of all genders when mobilising, repositioning in bed or chair whilst promoting patient independence using aids as appropriate
- Recognise and understand the importance of adequate nutrition and hydration of the patients by serving food and drinks and assisting patients with feeding and drinking when necessary, ensuring any records are updated. Recognise and maintain any specific dietary instruction's associated with individual patients.
- Recognise where a patient may display problems with swallowing and require further assessment and report this to a registered nurse.
- Following appropriate training and supervised practice undertake visual assessment of intravenous cannula and report any signs of infection / inflammation to a registered nurse. Following appropriate training and delegation remove intravenous cannula as requested.
- Demonstrate awareness of wound / skin changes associated with damage caused by incontinence and pressure / friction .Report any changes to a registered nurse and document accordingly. Following delegation from a registered nurse make appropriate use of



- prescribed pressure relieving equipment and skin products.
- Take responsibility to coordinated and assist with last offices.

BUDGETARY AND RESOURCE MANAGEMENT

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

RESEARCH AND DEVELOPMENT

EFFORT

TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated:16.01.2023.....



PERSON SPECIFICATION

JOB TITLE: Urgent Community Response Band 3 Healthcare assistant	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Evidence of completion of a Health Related Education and Development programme/ Care Certificate 	<ul style="list-style-type: none"> GCSE or equivalent to Level 2 Functional Skills Maths & English
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Experience of recent working in an acute hospital / provider led healthcare environment as an Health Care Support Worker Evidence of working in a multi-disciplinary and cross agency work environment Experience of carrying out assigned duties after training and using initiative Competent in a range of clinical skills and practices relevant to the scope of practice required Understanding of the principles of safeguarding and Mental Capacity Awareness of Health and Safety issues Has knowledge in relation to the parameters and scope of practice in which the post holder should work and when to seek advice and support of others Willingness to take on new skills and develop scope of practice 	<ul style="list-style-type: none">
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<p>Good written and verbal communication skills</p> <p>Ability to demonstrate an understanding of the role and tasks involved</p> <p>Ability to prioritise own workload</p> <p>Ability to work under pressure across competing priorities</p>	<ul style="list-style-type: none"> Good IT skills ability to record information electronically

Ability to participate in reflective practice Demonstrate awareness of supervising others	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to adapt behaviour to changing circumstances • Caring and approachable • Ability to communicate articulately and motivate others • Flexible, Reliable and Punctual • • Willingness to work a range of shift patterns to cover service requirements • Major Incident – called to duty • Ability to work and travel within the Community setting and across all UHB sites as and when required • Able to meet the travel requirements of the post and be independently mobile and as such it is essential for you to possess a full category B car driving licence preferably clean or with no more than a maximum of 3 points 	<ul style="list-style-type: none"> •

